

RFI 5) What preventative steps has SAWS taken prior to this event to protect infrastructure from freezing temperatures? SAWS followed its longstanding practice from previous freeze events and took a number of steps to protect infrastructure, including:

- Insulating small diameter pipes, valves and electrical components
- Installing electrical heating wraps on infrastructure
- Securing additional hot air blowing equipment
- Stocking up on materials and supplies that could be needed in a freeze
- Stationing staff (24 hours) at northeast and northwest pump stations that are at the greatest risk of freezing conditions